TIONS be pleased to state:

(a) what is the estimated capacity of old and outdated telephone exchanges;

(b) what are the future plans to modernise them and to increase their capacity;

(c) whether it is a fact that DOT propose to provide telephones on demand by April, 1994;

(d) if so, the details of the plans finalised in this regard; and

(e) to what extent, the overall capacity of telecom. network is expected to be increased during the next year.

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) The estimated capacity is 29.5 lakhs.

(b) The details are given in Statement. (*See* below)

(c) No Sir.

(d) Does not arise.

(e) During 1994-95 it is proposed to add 19 lakhs lines of Net Switching Capacity to provide 14 lakh telephone connections in the country.

Statement

Modernisation objectives of the 8th Five Year Plan in respect of Telephone Exchanges:

- Replace life expired and worn out switches as and when they become life expired.
- Replace all strowger MAX-III exchanges by electronic exchanges.
- Replace all line finder type MAX-II exchange by electronic exchanges.
- To provide National Subscriber Dialling Facility to all exchanges by 1.4.1997.

from 94 to 97 it is proposed to phase out 17.9 lakh line switching technology equipment which has become obsolete or time barred as per policy indicated above.

However, constraints of funds and equipment shall be the governing factor.

Public complaints against M.T.N.L. Staff

412. SHRI MURLIDHAR CHANDRAKANT BHANDARE: Will the Minister of COMMUNICATIONS be pleased to state:

(a) the number of complaints received by Government from the general public against the staff of MTNL;

(b) the nature of such complaints;

(c) details of steps taken by Government to remove corruption in providing efficient communication services; and

(d) how the Government propose to make public officials personally accountable for the lapses?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) 240 complaints of a vigilance nature have been received by the Government from general public against MTNL staff during the last 3 financial years.

(b) The complaints relate to diversion of telephone lines for making illegal STD/ISD calls; tampering with meter readings, delay in execution of OB's, delay in shift of telephones; excess billing etc.

(c) There is a fulfledged vigilance machinery in MTNL, Delhi and Bombay each under the charge of a JAG Officer. Surprise checks have been intensified to detect malpractices at sensitive points in the network. Strict disciplinary action has been initiated, where specific cases have come to notice, against the officials involved in the malpractices. Assistant of the police/CPI had been taken where necessary to apprehend guilty departmental officials and outsiders. Dedicated cells of CBI under the charge of Superintendent of Police are being set up in Delhi and Bombay to deal effectively with cases of diversion of telephone lines. Use of dynamic STD is

being encouraged by suitable publicity. The Indian Telegraph Act is being amended to provide for deterrent penalties to those involved in diversion of telephone lines.

(d) The duties and responsibilities of public servants are defined in various rules and instruction and public servants are also governed by the Conduct and Service Rules. Disciplinary action is taken for violation of these rules.

Encroachments on acquired land of Department of telecommunication

413. SHRI SANTOSH KUMAR SAHU: Will the Minister of COMMUNICATIONS be pleased to state:

(a) what is the number of plots alongwith the area of such plots belonging to the Department of Telecom (including MTNL) in Delhi lying vacant/unused by the Department; and the details of steps taken to utilise the same for the purpose for which they were acquired;

(b) whether Governmet are aware that some vested interests of the Department in connivance with local land grabers, first used the plots as cable dumps temporarily and then have allowed encroachments on those plots and even the plots adjoining Delhi Telephones Hqrs in full of hutments like any other unutilised plots; and

(c) what steps Government have taken or propose to take to evict the encroachments?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) 27 plots of the Department of Telecom. (including MTNL) are lying vacant in Delhi as per Annexure.

Plots are purchased keeping in mind the long term needs of the Department.

(b) From the available facts, it could not be established that the Departmental vested interest have connieved with land grabers. The plot adjoining Delhi Telephones Hqrs. was used for storing cable drums pending commencement of construction work.

(c) Action for eviction of encroaments are as follows:—

(i) *CTO Plot at Janpath*

Relocation charges for the jhuggies have been deposited with the slum wing of the DDA and the case is being pursued for eviction.

(ii) *Mukherjinagar*

Case is being pursued with DDA.

(iii) *Shakarpur Basti (Lawrence*

Eviction notices have been served to the encroachers.

Statement

Sl.No.	Location of the vacant/unused plot	Area of plot (sq. m r.)	purpose of acquisition	Steps taken for utilisation of the plot
1	2	3	4	5
1.	Rohini (Sec . VI)	12,000	Admn. office	SOA under issue
2.	Vasant Vihar	1,800	T.E.	SOA approved
3—6.	Rohini (4 plot)	40,000	S/Qtrs.	SOA approved
7.	Narela	8,094	T.E.	SOA approved